Come work at CDSS where . . .

People come First!

Exciting Opportunity at the California Department of Social Services…

CDSS
CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

Associate Information Systems Analyst (Spec)
Salary Range $ 4,619 - $ 5,897
Full Time - Permanent

EMPLOYMENT OPPORTUNITY

Are you looking for a challenge, a chance to learn something new? We are seeking a highly motivated individual to join our Customer Support Team. The incumbent will be responsible for the continuing operation of the DSSnet Help Desk which supports over 3500 CDSS employees.

Duties include: Diagnose and resolve the most difficult system and operational problems, document IT problems and resolutions via a call tracking database system, coordinate problem resolution and interact in a professional manner with all levels of departmental staff.

Desirable qualifications: Experience in documentation writing, providing IT training; and organizational and time management skills are a must. Excellent communication skills and strong background in computer technology are highly desirable. Exercise good judgment in providing assistance, consultation, and communication to all levels of staff. Experience with Microsoft Windows XP, Office XP, Office 2007, Active Directory, System Management Server; and BlackBerry support are desirable. The job could involve some travel within California.

Who Should Apply: State employees with current status in the classification will consider the Assistant Information Systems Analyst classification, or persons with list eligibility in a reachable rank, with interest in a lateral transfer from an equivalent class, or reinstatement. All interested applicants must submit a resume, and a standard State Application Form STD 678, with an original signature to the contact person identified above. Clearly indicate the basis of eligibility in line item number 12 (Explanation) of the STD 678

Final File Date: **Until Filled**

If you are interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information:

Rayfield Scott (916) 327-0985

CONCEPT OF POSITION:

The California Department of Social Services (CDSS) utilizes a two-tier support system consisting of desktop support provided by staff in end user areas designated as Personal Computer Administrators (PCA), and Information Systems Division (ISD) technical staff who act as support consultants to the PCAs and to individual users.

The AISA is responsible for providing support to staff who utilize Departmental computers. The AISA works in direct contact with departmental users to provide advice, consultation and analytical problem solving assistance in end user computing.

RESPONSIBILITIES OF POSITION:

50%   Diagnoses and resolves the most difficult system and operational problems, maintains the DSSnet Help Desk by logging in calls, providing documentation about problems, escalating calls to appropriate personnel when required by using a call tracking database system. Use knowledge of DHCP (Dynamic Host Configuration Protocol, SMS (System Management Server), AD (Active Directory) and other techniques for troubleshooting. Support BlackBerry devices provides support to Executive staff. Create procedures on troubleshooting steps and solutions for unique problems encountered by our CDSS customers.

20%   Act as liaison between users and PCAs with resolving the most difficult problems that may be encountered dealing with network, software, hardware or printing problems, also diagnose and resolve system and operational problems reported by the end user community that are affiliated with the current operating system used by the Department. Provide information to users on effective use of applications.

15%   Coordinate problem resolution with departmental hardware and software support staff and service contract vendor's technical staff. Interact in a professional manner with all levels of staff, which includes supervisors, management, other support units, vendors, other CDSS Support Desks and the Health and Department of Technology Services Support Desk on a daily basis.

10%   Need to create procedures on troubleshooting steps and solutions for unique problems encountered by our CDSS customers.

 5%   Research and acquire knowledge of the advancing technology of computer hardware and software by attending required classes or by reading technical manuals, guides, procedures and asking technical personnel.

SUPERVISION RECEIVED:

The AISA is given assignments and works under the direction of the Data Processing Manager I.

ADMINISTRATIVE RESPONSIBILITY:

None.

PERSONAL CONTACTS:

The AISA has daily contact with departmental staff and management, contractors, vendors, and data processing and program staff to identify services' requirements and resolve problems/issues.

ACTIONS AND CONSEQUENCES:

The AISA exercises good judgment in providing assistance, consultation and answering questions regarding end user computing capabilities in the Department. It is the responsibility of the AISA to escalate to the DPM I of the DSSnet Help Desk, those questions of a policy nature or those questions that the AISA does not feel qualified to answer.

OTHER INFORMATION:

Have knowledge of Dynamic Host Configuration Protocol, System Management Server, Software Update Services, Active Directory and various troubleshooting techniques.